



Personal access form

Use this form if you'd like to request access to the personal information held by ubank. Return the completed form to ubank via complaints@ubank.com.au

Requesting your personal information

IMPORTANT In many instances, we'll be able to provide you with access to your personal information without needing to complete this form. So make sure you discuss your request with a ubank staff member. This form isn't to be used for requesting copies of transactional information including statements.

If you've got any questions regarding this form or the status of your request, please just give us a call on 13 30 80. Opening hours 9am - 5pm Monday to Friday (Sydney time)

1. Requestor details

First name

Middle name

Surname

Date of birth (DD/MM/YYYY)

2. Current residential address

Address

Suburb

State

Contact details

Registered Mobile Number

Registered email address

3. Identification details

To help us identify your records, please provide details of all known accounts held by ubank below.

Save

BSB number

Account number

Home Loan

BSB number

Account number

Spend

BSB number

Account number

Home Loan

BSB number

Account number

4. Request to gain access to my personal information recorded

Please note that personal information collected by ubank might not necessarily be available for access, and there may be other reasons permitted by law why we don't give you access (in which case we'll provide you with reasons).

I request access to my personal information recorded by ubank.

I request access to my Credit Report recorded by ubank during my home loan application.

Please specify the details of the personal information you'd like access to including the name of the product held and your account number.

5. How your information will be provided

Information will be provided to you in the form of scanned documents, as well as computer generated reports. Information such as telephone recordings will be provided as transcript or on a USB (subject to ubank's discretion). Please allow 21 days for information to be collated and provided to you.

6. Declaration and Authority

I acknowledge:

- that I am the individual referred to in this request for access and state that all personal information provided about me is true, complete and correct and has been provided to ubank to enable it to respond to my request.
- that personal information collected in response to my request may be provided to me in any form that ubank considers appropriate.
- that all or part of my request may be denied (as permitted by law).

Signature

Date